

www.IN.gov REPORT CARD

-- PROGRESS NOTES --

Portal Highlights

IN.gov Takes Third in Best of the Web

www.IN.gov

IN.gov took third place in the Center for Digital Government's 2005 Best of the Web competition. The Center recognized Indiana's official Web portal as one of the most innovative and comprehensive state government sites in the nation.

Office of Technology Launches New Site

www.iot.IN.gov

IOT's new site provides information on technology services, guidelines and initiatives, including:

- IOT services and rates
- Centralized page of forms
- Standards, policies, and guidelines
- Up-to-date information on security issues and minimum compliance requirements

BMV Eliminates Fees for My License Plate

www.bmvexpress.IN.gov

In an effort to drive more online vehicle registration renewals, the BMV and *accessIndiana* eliminated convenience fees for the service on September 1.

Indiana Department of Workforce Development (IDWD) Enhances Site

www.dwd.IN.gov

IDWD launched a revamped Web site designed to improve customer service and provide improved access to important tools for Hoosier workers and businesses. IDWD Commissioner, Ron Stiver stated, "The site was essentially designed by our customers, as we conducted exhaustive interviews across the state with customer groups to better understand their needs. Businesses can easily access grants and relevant information, while job seekers can access tools for finding jobs and improving skills for the 21st century economy."

Dept. of Corrections 'Road to Re-Entry' Debuts

www.reentry.IN.gov

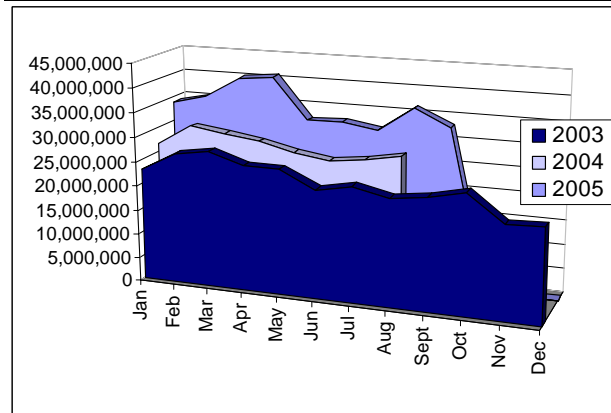
The Dept. of Corrections has partnered with local governments and community groups to roll out its Road to Re-Entry process for inmates returning to society. This new site was created to promote the benefits of the more structured approach to Re-Entry now being piloted by the Department.

-- MAKING THE GRADE --

Accesses to www.IN.gov

Month	2005	% change/2004
August	36,284,874	+ 28%
September	33,023,178	+ 20%

Portal Access History



Most-Visited Agency Sites in August

1.	Dept. of Natural Resources	2,903,213
2.	Bureau of Motor Vehicles	2,225,856
3.	General Assembly	2,223,500
4.	Secretary of State	1,943,033
5.	Hoosier Lottery	1,824,520

Most-Visited Agency Sites in September

1.	Dept. of Natural Resources	2,506,240
2.	General Assembly	2,407,737
3.	Bureau of Motor Vehicles	2,019,682
4.	Secretary of State	1,848,554
5.	Hoosier Lottery	1,832,952

Usage Statistics

	YTD 2005	change/'04
Lic. Plate Renewal	338,977	+ 7%
Online Hunt/Trap/Fish Licensing	59,762	+ 213%
Retail Point-of-Sale Hunt/Trap/Fish Lic.	848,696	n/a
Campground Reservations	60,230	+ 22%
Prof. Lic. Renewal	75,381	+ 67%
SOS UCC Filings	51,763	+ 7%
Lim. Criminal Hist.	102,069	+ 17%

The White River State Park Launches New Site www.IN.gov/whiteriver

In August, White River State Park launched an updated site, which provides information about the park and its many attractions and entertainment.

IDEM Pilots *EnviroSchool* Site www.idem.IN.gov

The Dept. of Environmental Management is currently piloting *EnviroSchool*, which allows schools to log on and complete a survey regarding the environmental factors that may enhance their classrooms. Once the survey is completed, the school receives a score, along with tips on where and how they can improve environmental conditions. The pilot is currently being evaluated by IDEM and is intended to be launched early next year.

Senate Democrats Unveil Enhanced Site www.IN.gov/legislative/senate_democrats

Launched in September, this enhanced site provides information about Senators, legislation and other state issues and features up-to news for the caucus.

- - REMARKS - -

***accessIndiana's* Subscriber Center**

"Thank you SO MUCH for updating your web site and the billing update for the Subscriber Center... Your updated billing summaries are wonderful.

- Submitted by E. Crandall

Bureau of Motor Vehicles' Auto Registration

I registered my vehicle online on Monday the 15th and I received my sticker in the mail THE NEXT DAY! GOOD JOB! Keep up the good work.

- Submitted by J.P.

Bureau of Motor Vehicles' Auto Registration

BMV, great job. I like this online service. No lines, no waiting. Excellent!

- Submitted by H. Parikh

Bureau of Motor Vehicles' Auto Registration

Great job on the Web site. I actually went into the BMV today to renew my registration and saw a line out the door. Five minutes on a computer and I accomplished the same thing. Thanks!

- Submitted by S. Raad

IN.gov Features



Indiana Courts Site Ranked Third in International Competition www.IN.gov/judiciary

In August, Chief Justice Randall T. Shephard announced that the Indiana Courts site placed third in the world among court Web sites. The site was recognized for its comprehensive features, including the online child support calculator, posting of appellate opinions, and streaming video. With nearly eight million accesses from January to June of 2005, the site has seen a 34% increase since 2004.

DHS Highlights *Operation Hoosier Relief* www.IN.gov/dhs/katrina.html



The Indiana Department of Homeland Security created a flash slideshow, *Operation Hoosier Relief*, to demonstrate the after-effects of Katrina and Hoosier relief efforts.

Online Tickets for the Lord of the Rings Exhibit www.IN.gov/ism



Through an interface with *accessIndiana's* payment engine, online tickets may be purchased for the Lord of the Rings Picture Trilogy and Exhibition and the Indiana State Museum's permanent galleries. For more information, visit www.IN.gov/ism and click on the Lord of the Rings link.

- - HISTORY LESSON - -

Quick IN.gov Facts

- www.IN.gov (*accessIndiana*) is the State's official Web portal.
- The portal has more than 300,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2004, portal accesses reached over **336 million**, averaging more than 28 million per month. This represents a **19 percent increase** in usage over 2003, during which accesses totaled more than 280 million.
- Portal accesses topped **40 million** – an all-time record – in April 2005.
- IN.gov adheres to strict privacy, security, and accessibility policies, which may be found at: www.IN.gov/ai/policies
- Everything you ever wanted to know about IN.gov can be found at (where else?) www.about.IN.gov, including statistics, business model information, portal services for government partners, a media center and success stories.

Awards & Recognition

- *accessIndiana* placed **3rd** in the Center for Digital Government's 2005 **Best of the Web**
- *accessIndiana* placed **2nd** in the Center for Digital Government's 2004 **Best of the Web**
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

accessIndiana Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (www.IN.gov/webaddress) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, www.HR.IN.gov was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 16 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- Indiana Interactive employs 29 full-time staff, with 2004 operating expenses of about \$2.8 million, of which none were appropriated through the General Assembly.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.